

DEPARTMENTAL BUDGET INFORMATION OMBUDSPERSON (53)

STATEMENT OF PURPOSE

The office of the Ombudsperson serves the people by investigating and seeking to resolve complaints against departments and agencies of City government.

DESCRIPTION

The City of Detroit Office of the Ombudsperson was established by Charter referendum on November 6, 1973 and became operational in 1974.

The Detroit City Ombudsperson, an independent governmental official, is appointed by the Detroit City Council. Complaints regarding an act or omission of a city department are received by telephone, e-mail, mail, or in person.

The office also receives many inquiries relative to the various city departments and other governmental agencies, and occasionally business entities. Periodic statistical reports are issued to the City Council and the Mayor. The Office also makes recommendations to remedy systematic problems identified through its investigations.

The Office has jurisdiction to investigate all city agencies. The eleven (11) elected City officials are excluded. In addition, the office does not handle issues pending legal considerations in the courts or under review by the City Council.

MAJOR INITIATIVES FOR FY 2005-06 and FY 2006-07

Authorized by the Charter with the responsibility to investigate and remedy complaints from citizens, the Office of the Ombudsperson must communicate with

citizens and use all tools and resources to connect with them. Therefore, technology and outreach will be focus over the next two years. Our office will work to identify and develop the software applications needed to support ongoing communications with residents, i.e., phones, fax, e-mail, and a well-maintained Web site.

In addition, technology will be used to implement new reporting procedures to track complaints and document progress in a consistent manner that is also quantifiable. This data will be distributed through written materials and e-mail broadcasts to Council members and the administration. Recommendations will address allocation of resources and spending in order to pinpoint where tax dollars are dedicated and spent.

Outreach is a major endeavor to ensure that lines of communication are open between residents and the Office of the Ombudsperson. Staff will work cooperatively with community groups and faith-based organizations to increase the level of awareness within the community. Outreach campaigns will be planned and executed on a regular basis.

PLANNING FOR THE FUTURE FOR FY 2006-07, FY 2007-08 and BEYOND

Our goal is to increase the number of calls received by the Office of the Ombudsperson and decrease the number of complaints that are filed with City Council. Using technology and conducting community outreach programs, we expect to fully comply with the City Charter provisions and become the first destination for citizen inquiries.

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Ombudsperson
7 FTE

PERFORMANCE MEASURES AND TARGETS

Type of Performance Measure: List of Measures	2004-05 Actual	2005-06 Projection	2006-07 Target
Outputs: Units of Activity directed toward Goals Citizen complaints and information request	3,400	3,600	5,000

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EXPENDITURES

	2004-05		2006-07		
	Actual	2005-06	Mayor's	Variance	Variance
	Expense	Redbook	Budget Rec		Percent
Salary & Wages	\$ 746,534	\$ 453,834	\$ 513,144	\$ 59,310	13%
Employee Benefits	535,661	270,708	370,643	\$ 99,935	37%
Prof/Contractual	100,337	100	100	\$ -	0%
Operating Supplies	831	1,423	1,000	\$ (423)	-30%
Operating Services	74,271	92,097	75,672	\$ (16,425)	-18%
Capital Equipment	(583)	208	208	\$ -	0%
Fixed Charges	3,397	-	3,398	\$ 3,398	0%
Other Expenses	(75)	500	792	\$ 292	58%
TOTAL	\$ 1,460,373	\$ 818,870	\$ 964,957	\$ 146,087	18%
POSITIONS	9	6	7	1	17%

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